

Assistance for rural customers affected by the recent fires from Wannon Water

The fires in south-west Victoria have had a significant impact on our community. As part of the relief and recovery stage Wannon Water is reaching out to all of our rural customers within the fire area to provide support.

Wannon Water is offering the following assistance to rural customers where their property has been directly affected by the recent fires.

- Wannon Water will be inspecting all water meters on properties in the fire affected areas to ensure that water is available to customers and to replace any fire damaged water meters.
- Wannon Water will automatically waive the rural water usage surcharge for the final two accounts of the 2017/18 financial year.
- Wannon Water will automatically apply a \$250 credit to the account of rural customers where they had a water meter located within the fire area.
- Where customers have higher than normal water use either due to water being used for firefighting or due to a water leak, Wannon Water is able to provide a once-off adjustment to the account. This assistance will be provided on a case-by-case basis.
- Customers requiring additional financial assistance are encouraged to contact Wannon Water. We are able to offer assistance such as suspending account payments or establishing a regular payment arrangement.

For further information, or to discuss assistance that Wannon Water is able to provide, please contact us on 1300 926 666.